

For the attention of: Kersti Berge or Claire Tyler

I have just had the opportunity to read through your report and I would like to raise a concern regarding a significant omission in respect of your description of the development of competition.

The significant omission is the absence of Calortex in your graphs, and text, showing the emergence and disappearance of suppliers in the liberalised energy markets. Calortex was a pioneer of competition and was the fastest growing competitor to the incumbents when the markets first opened to competition in 1996. In circa three years we grew our customer base to in excess of 500,000 households. I believe that at the point we were bought by Npower in 1999 that we were the largest of the non-incumbents in the residential sector.

I was therefore extremely surprised to see no indication of Calortex on either charts 2.2 or 6.1. And no mention in the text either.

As one of the founders of the company, and having been part of the management team that transformed a business idea into a substantial business I clearly see this as a serious omission.

Could I ask you to remedy Calortex's eradication from your history books and republish your report (at least electronically) so that all of us involved in the industry can have a true and accurate record of what has happened over the last 12 years.

many thanks

Peter F

Peter Franklin

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